



# County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, California 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA  
Chief Executive Officer

July 2, 2010

To: Supervisor Gloria Molina, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## **GENERAL RELIEF RESTRUCTURING PLAN: QUARTERLY UPDATE**

This is to provide a report on the progress of the implementation of the General Relief (GR) Restructuring Plan.

On April 24, 2009, on a motion by Supervisor Knabe, your Board instructed the Chief Executive Officer (CEO), in collaboration with the Department of Public Social Services (DPSS), and consultation with County Counsel, to design a potential GR program that will better assist GR participants, with the expectation that more of these individuals would be able to transition off of County assistance. In response, the GR Restructuring Workgroup, consisting of 11 County departments and ten stakeholders, was convened. On February 9, 2010, your Board approved the comprehensive plan to restructure the GR Program. This plan consisted of 42 recommendations designed to reduce the GR caseload over time by focusing services on housing assistance, Supplemental Security Income (SSI) advocacy and employment preparation.

The GR Restructuring Workgroup members were invited to participate in various workgroups that were convened by DPSS to assist in the implementation of the plan. Several internal DPSS meetings, and meetings with other County departments and community stakeholders, have taken place to discuss the implementation of the various GR Restructuring projects. As a result of the great support and collaboration from the different partners, four GR Restructuring Recommendations have already been implemented and we anticipate that seven more will be implemented in July 2010. The attached chart provides the status of all 42 approved workgroup recommendations.

*"To Enrich Lives Through Effective And Caring Service"*

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Approved Workgroup Recommendations that have been Implemented

- Recommendation No. 13, collaboration with Department of Children and Family Services (DCFS) and the Probation Department to connect youth to existing American Recovery and Reinvestment Act (ARRA) funded projects: DPSS has established collaboration with DCFS and Probation Department to facilitate referrals to General Relief Opportunities for Work (GROW) services, including ARRA funded services. DPSS has designated a liaison to work with both departments on this effort.
- Recommendation No. 14, pursuit of federal reimbursement through Food Stamp Employment and Training (FSET) for supportive services to GROW participants: The State approved DPSS' FSET plan; therefore, reimbursement through FSET for costs associated with support services to GROW participants can be claimed effective October 2009.
- Recommendation No. 20, inclusion of the GR Program in the County's and DPSS' Strategic Plan: The GR Program has been incorporated in the County's and DPSS' Strategic Plan.
- Recommendation No. 25, addition of positions utilizing ARRA to assist participants navigate the GR process: Six participants are currently working as Customer Services Assistants (CSA) in the GR district lobbies. Four additional participants are in the final stages of the hiring process.

Approved Workgroup Recommendations that are Targeted for Implementation in July 2010

- Recommendation No. 5, expansion of the Housing Subsidy Project: The protocols for this Project have been drafted and are in the clearance process. Orientation and training has been provided to project staff, and interim Los Angeles Eligibility, Automated Determination, Evaluation and Reporting (LEADER) modifications are in progress and will be finalized in July 2010.
- Recommendation No. 9, retrieval of medical records on behalf of GR participants applying for SSI: DPSS continues to work with the Departments of Mental Health (DMH) and Health Services (DHS) and the Sheriff's Department (LASD) on finalizing the implementation of this project. The protocols for this project have been drafted and are in the clearance process. Training has been provided to all DPSS project staff. DHS, DMH, and LASD are working on obtaining the staff needed for this project; four Registered Nurses have already been hired.

Each Supervisor

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- Recommendation No. 16, expand GROW to include GED preparation: DPSS is finalizing policy/procedures to implement a GED component for GROW participants who lack a high school diploma. A list of available education entities has been identified.
- Recommendation No. 17, conducting a comprehensive study of the Mandatory Substance Abuse and Recovery Program (MSARP): CEO-Service Integration Branch (SIB) shared a draft report, which is currently under review by DPSS.
- Recommendation No. 27, establishment of a GR Anti-Homelessness Account: DPSS is currently working with the CEO to establish the GR Anti-Homelessness Account.
- Recommendation No. 32, ancillary expenses for GR participants pursuing SSI: Meetings are under way with the responsible workgroup to finalize the implementation of this project.
- Recommendation No. 42, quarterly meetings of the GR Restructuring Steering Committee: The GR Restructuring Steering Committee will be having their first quarterly meeting in July 2010.

We will provide the next quarterly report in October 2010.

WTF:BC:KH

JB:ljp

Attachment

c: Executive Officer, Board of Supervisors  
County Counsel  
Public Social Services

DPSS.bm

**GR RESTRUCTURING MASTER IMPLEMENTATION CHART  
JUNE 30, 2010**

NO.	APPROVED RECOMMENDATIONS	STATUS	TARGET IMPLEMENTATION DATE
1	<p>Subject to applicable confidentiality requirements, use the Adult Linkages Project mechanism to identify the County service history of GR applicants/participants, so that applicants/participants can be offered services that take into account the totality of their individual circumstances.</p>	<p>In June 2010, the CEO approved funding for the one-time cost of implementing this recommendation. A preliminary meeting with the responsible workgroup partners to discuss the project's course of action will be scheduled for July 2010.</p>	FEBRUARY 2011
2	<p>The County should develop an innovative service integration model that can support County departments, other governmental entities, and community partners in concurrently serving a shared clientele.</p>	<p>A preliminary meeting will be scheduled with CEO and DHS staff in July 2010 to discuss the course of action for the pilot.</p>	OCTOBER 2010
3	<p>Increase integration of services between the Sheriff's Department and DPSS by:</p> <ul style="list-style-type: none"> <li>A. Developing a plan to enhance the current County jail match to identify individuals who are incarcerated and have a linkage to GR benefits, to provide pre- and post-release services and SSI Advocacy that will assist with their re-entry into society.</li> <li>B. Assessing the DPSS/Sheriff's Homeless Release Project to determine its effectiveness.</li> <li>C. Implementing a review protocol to determine whether any outstanding warrants remaining on the GR/SSI applicant's record should be cleared, recalled or withdrawn.</li> <li>D. Ensuring that probation, parole, and other warrants that should have been satisfied by a GR/SSI applicant's stay in jail have been withdrawn or recalled.</li> <li>E. Appointing a liaison for individuals with outstanding warrants whom advocates and County employees can contact directly to: (1) inquire about the underlying reason and validity of a warrant and (2) assist the SSI advocate in "clearing up" the warrant.</li> <li>F. Referring disabled individuals exiting jail who apply for GR to a SSI advocate/liaison, in order to re-establish SSI benefits and work with agencies (i.e., probation, parole, public defender, courts, etc.) to recall existing warrants.</li> <li>G. Referring disabled individuals exiting jail who do not have SSI benefits to GR SSIMAP for benefits establishment.</li> </ul>	<p>A meeting will be held in July 2010 with the Sheriff, Probation and Public Defender Offices.</p> <p>The purpose of the meeting is to discuss enhancements to the current County jail match to provide pre and post-release services; to implement a review protocol to determine whether any outstanding warrants remaining on the GR/SSI applicant's record should be cleared, recalled or withdrawn; and the appointment of an LASD liaison to interface with DPSS and community advocates.</p>	AUGUST 2010

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4	<p>Encourage police agencies to make social services referrals for the homeless and connect them with resources, rather than issuing citations.</p>	<p>A meeting was held on June 17, 2010 with the Long Beach Police Department, L.A. County Sheriff's Department and Community partners.</p> <p>The Long Beach Police Department and LASD provided an overview of their services to the homeless population. A follow-up meeting will be scheduled in July 2010 with the Los Angeles Police Department and Community Advocates to discuss services to the homeless population in the LA area. The purpose of the meeting is to discuss a referral process for law enforcement agencies to connect homeless individuals with resources.</p>	AUGUST 2010
5	<p>Enhance Subsidized Housing by:</p> <ul style="list-style-type: none"> <li>A. Increasing the total number of housing subsidies to 10,000 by December 2014.</li> <li>B. Increasing the number of housing subsidies for homeless disabled GR participants pursuing, or willing to pursue, SSI and/or veterans benefits, so that 100% of homeless disabled GR participants pursuing SSI and/or veterans benefits are offered a housing subsidy within 5 years.</li> <li>C. Increasing the number of housing subsidies for homeless, employable GR participants.</li> <li>D. As in the current GR Housing and Case Management Project: <ul style="list-style-type: none"> <li>a. Subsidized housing itself should not be time-limited, allowing people to stay as permanent residents, after they start receiving outside income and can pay for their housing.</li> <li>b. The housing subsidy should be encouraged, but not required.</li> </ul> </li> <li>E. Increasing the GR rental subsidy amount from \$300 to \$400 and reducing the participant's contribution from the grant from \$136 to \$100, so the total amount available for rent will be \$500.</li> </ul>	<p>DPSS conducted several meetings with the responsible workgroup to discuss the implementation plan for this project. Draft protocols were shared with the workgroup and comments were incorporated. The final draft of the protocols is currently in the clearance process.</p> <p>Orientation and training was conducted on May 18, 2010 and May 19, 2010 to all project staff from the six pilot Districts. Training for other affected staff will be conducted in July 2010.</p> <p>Interim LEADER modifications are in progress and will be finalized in July 2010. Full automated process is scheduled to be completed by the end of August 2010. Project is targeted for implementation in July 2010.</p> <p>An exploratory meeting with two large Board and Care agencies that currently provide services to GR participants to discuss other housing options for homeless GR participants was held on June 23, 2010.</p>	JULY 2010

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6	<p>F. Pursuing federal reimbursements for housing subsidy payments made to employable GR participants through the Food Stamp and Employment Training (FSET) fund at a rate of 50%; and pursuing reimbursement for housing subsidy payment made to GR participants who are approved for SSI through the Interim Assistance Reimbursement Program, at a rate of 100%.</p> <p>G. Reinvesting the money recouped from SSI (Interim Assistance Reimbursement for housing subsidies) in additional housing subsidies.</p> <p>H. Recruiting participants for the Housing Subsidy and Case Management Program during the GR intake process and making additional efforts throughout the course of case management to encourage participants to remain in the Housing Subsidy and Case Management Program and identify causes of participants dropping out of the subsidy.</p>		JANUARY 2011
7	<p>Implement a pilot project (subject to a cost benefit analysis) by master leasing and/or purchasing foreclosed apartment buildings and/or multi-family housing units and/or dorm-like housing to be provided for the indigent homeless population. This housing should be owned and/or operated by a non-profit housing developer and/or homeless service provider with expertise in managing housing with services.</p> <p>Address supportive housing needs by:</p> <p>A. Exploring housing options for mentally ill participants through City and County Housing Authorities and other smaller Housing Authorities throughout LA County.</p> <p>B. Identifying and leveraging County funding for housing resources and related services that already receive county funding or support.</p>	<p>A preliminary meeting will be scheduled in July 2010 to discuss the implementation plan for this pilot project.</p> <p>DMH and DPSS staff held a pre-meet on April 27, 2010 to discuss possible housing experts and providers to be invited to assist with the implementation on this effort. A list of potential collaborative agencies was developed. The responsible workgroup met on June 24, 2010 to discuss the implementation plan for this project</p>	DECEMBER 2010
8	<p>Subject to detailed operational and fiscal planning during Phase Two of the GR Restructuring process, eliminate the current cursory employability/NSA screening and replace it with a more extensive medical/mental health disability assessment performed by (1) DMH, (2) DHS or possibly</p>	<p>Meetings were held with DMH and DHS regarding the implementation of the Disability Assessments/Comprehensive Evaluations.</p>	DECEMBER 2010

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	<p>DPH, and/or (3) DHS Public Private Partners (PPPs). For permanently disabled participants in need of additional documentation to support their SSI applications, a comprehensive medical/mental health evaluation would be performed. The extensive assessments and the comprehensive medical and mental health evaluations and write-ups will be funded with 50 - 75% new federal revenue.</p>	<p><u>Mental Health Disability Assessment</u>                      A draft of the mental health disability assessment tool was developed and it will be tested in two DPSS Pilot Offices. At the conclusion of the short-term pilot, DPSS will evaluate the assessment tool and finalize a plan to expand services to all GR Districts. These assessments will be conducted by licensed DMH staff.</p> <p><u>Medical Disability Assessment</u>                      Subsequent to the Board's approval of this recommendation, the County Counsel for DHS determined that the medical disability assessments fall outside of the scope of the existing contracts with DHS' Public Private Partners (PPPs) and, thus, neither the medical disability assessments nor the comprehensive evaluations can be implemented through an amendment to current PPP contracts. A new solicitation process will be required. DPSS plans to utilize a solicitation process to select qualified contractors.</p> <p><u>Mental Health Disability Evaluation</u>                      DMH will hire two Psychologists and a Psychiatric Social Worker II to provide comprehensive mental health evaluations for a selected group of GR participants pursuing SSI.</p> <p><u>Medical Disability Evaluation</u>                      Currently, DHS contracts with JWCH Institute, Inc. for a demonstration project to improve SSI approval rates for eligible homeless individuals. Services include outreach, case management, comprehensive medical and mental health evaluations and documentation, and serving as a temporary medical home. The services under this contract have been in place since December 2009, and the Contractor has already demonstrated tremendous success in getting SSI applications approved in a short timeframe for the homeless population it serves. DHS and DPSS are reviewing the JWCH contract to determine if it can be amended to add comprehensive medical evaluations to GR participants pursuing SSI. The proposed</p>	

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		<p>plan is contingent upon approval by County Counsel. If amending the JWCH contract is not a viable option, DPSS will complete a procurement process for the provision of comprehensive medical evaluations for a select group of GR participants pursuing SSI.</p>	
9	<p>DHS, DMH, and LASD to retrieve medical and mental health records on behalf of GR participants to support their disability claim for SSI. Most of the costs will be funded with 50% new federal revenue.</p>	<p>DPSS held several meetings with DMH, DHS and LASD to discuss the implementation plan for this project. Project protocols have been drafted and are in the clearance process.</p> <p>DHS has hired three Registered Nurses (RNs) and is in the process of hiring the remaining four. DMH has hired one RN and is in the process of identifying a second one. LASD has identified a RN who will work on this Project on an interim basis until LASD hires a permanent staff person.</p> <p>Project staff has been trained on Project protocols. DHS will train DMH and LASD RNs as soon as the hiring process is completed. The training is targeted for the last week of July 2010.</p> <p>County Counsels from the affected Departments have cleared the "Authorization/Consent" form.</p> <p>We expect to implement this project in July 2010.</p>	JULY 2010
10	<p>Maximize the claiming of retroactive Medi-Cal for GR participants who qualify for SSI and Medi-Cal.</p>	<p>Preliminary teleconference meetings with DPSS, DMH, and DHS were held in June 2010 to further discuss the data needs for this project.</p>	AUGUST 2010

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11	<p>Integrate the Public Defender (PD) into SSI Advocacy, where GR participants are already clients of the Public Defender and advocacy can be combined with clients' representation in court.</p>	<p>Preliminary meetings took place in June 2010 with the Public Defender and internal partners to discuss the protocols of the pilot, such as: staffing, funding, and space. At the PD's request, the <u>Martinez v. Astrue</u> training material was provided to the PD on June 6, 2010.</p>	AUGUST 2010
12	<p>Modify the GROW Program to:</p> <p>A. Customize services to individuals who are classified as:</p> <ol style="list-style-type: none"> <li>1. Transitional Age Youth (TAY);</li> <li>2. Veterans; and</li> <li>3. Participants exiting Mandatory Substance Abuse Program (MSARP).</li> </ol> <p>B. Create a new voluntary category of GR participants who will be classified as employable with accommodations and will be referred to a new GROW component designed to provide employment services for individuals who can work with accommodations. Volunteers would not be subject to sanctions.</p> <p>C. Enhance services for Needs Special Assistance (NSA) participants by providing them voluntary employment preparation services and mental health treatment through the GROW Program. Volunteers would not be subject to sanctions.</p> <p>D. Establish collaboration between DPSS, DCFS, and Probation to provide enhanced services to GROW participants ages 18-24 who come out of foster care and probation.</p>	<p><b>A.1</b> – The responsible workgroup met in May 2010. Los Angeles County Office of Education presented ideas for customizing services for the TAY population, which were accepted by the workgroup. A subsequent meeting will be scheduled during August 2010 to review proposed curriculum and other suggestions to develop resources for this project.</p> <p><b>A.2</b> – DPSS is exploring potential resources for this project.</p> <p>A workgroup meeting will be scheduled in July 2010 to discuss potential resources and other suggestions for this project.</p> <p><b>B &amp; C</b> – The first meeting of the responsible workgroup took place in June 2010. Some potential resources have been identified through collaboration with the Department of Rehabilitation.</p> <p>A follow-up meeting was held in June 2010 to discuss suggestions for the development of this project.</p> <p><b>D</b> - Preliminary meetings with DCFS and Probation Department took place in April 2010, with informal exchange of service information, resources and other ideas to be considered for this project.</p> <p>A meeting with the responsible workgroup will be scheduled in</p>	NOVEMBER 2010

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	<p>E. Develop a comprehensive and ongoing evaluation plan of GROW to track outcomes for GR participants, including, but not limited to, education and training outcomes, length of employment obtained through GROW, and recidivism.</p>	<p>July 2010. The purpose of the meeting is to determine protocols for this collaboration and identify liaisons to assist with the referral process.</p> <p>E – An internal DPSS meeting took place in April 2010. Future follow-up meetings will be scheduled after the implementation plans have been further developed, in order to determine the best way to track relevant information.</p> <p>First implementation/policy development workgroup will be convened in July 2010.</p>	
13	<p>Establish collaboration between DPSS and the Probation Department to reduce the number of Emerging Adults (age 18-24) applying for GR benefits.</p>	<p>DPSS has established collaboration with DCFS and Probation Department to facilitate referrals to GROW services, including American Recovery and Reinvestment Act (ARRA) Projects. DPSS has designated a liaison to work with both departments on this effort.</p> <p>This project was completed in May 2010.</p>	<p><b>COMPLETED MAY 2010</b></p>
14	<p>Pursue federal reimbursement through FSET, at a rate of 50%, for mental health, domestic violence, and, to the extent possible, substance abuse services provided to GROW participants.</p>	<p>The DPSS plan that was submitted to the State was approved on May 5, 2010. Reimbursement through FSET for costs associated with support services to GROW participants can be claimed effective October 2010.</p> <p>This project was completed in May 2010.</p>	<p><b>COMPLETED MAY 2010</b></p>
15	<p>Establish collaboration with CSS, L.A. City and all other Workforce Investment Boards to provide job services and employment opportunities through the Work Source Centers, geared toward both youth and adult GROW participants.</p>	<p>Meetings of the responsible workgroup took place in May and June 2010. The purpose of the meetings was to discuss ideas for this collaboration, including guidelines for participants' minimum requirements, role of liaisons, referral criteria, services to be provided, etc.</p>	<p>NOVEMBER 2010</p>
16	<p>Expand GROW to include GED preparation.</p>	<p>DPSS has informed the responsible workgroup of this project and there were no objections to this proposal.</p>	<p>JULY 2010</p>

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		DPSS is finalizing policy/procedures to implement a GED component for GROW participants who lack a high school diploma. A list of available education entities has been identified. Programmatic changes to MAPPER have been completed.	
17	<p>Conduct a comprehensive study of the Mandatory Substance Abuse and Recovery Program (MSARP) to evaluate its effectiveness.</p> <p>A. DPSS and DPH-ADPA will evaluate the redesign of MSARP based upon the results of the evaluation.</p> <p>B. Use the evaluation outcomes and DPH-ADPA Rate Study to inform a resocialization process for GR services.</p> <p>C. Evaluate the need for substance abuse treatment services for emerging adults ages 18-24 and the need to design specialized treatment services for this population.</p> <p>Develop State and federal legislative/regulatory proposals to assist indigent adults and/or mitigate County costs and work with stakeholders to develop these proposals.</p>	CEO-SIB staff has shared a draft report, which is currently under review by DPSS.	JULY 2010
18		DPSS is examining possible areas where legislative and regulatory changes may be necessary and feasible. The initial responsible workgroup meeting will be convened in July 2010.	DECEMBER 2010
19	DPSS to expand data collection for the GR Program.	A meeting to discuss data collection and computer programming for all SSI Advocacy-related recommendations was held on June 22, 2010.	Ongoing
20	Include the GR Program in the County's and DPSS' strategic plans.	The GR Program has been incorporated in the County's and DPSS' Strategic Plan.	<b>COMPLETED APRIL 2010</b>
21	Conduct a pilot having the current Linkages GAIN Services Workers at two or three small DCFS offices work with the Children's Social Workers to utilize the Transition Conference as an opportunity to connect foster youth with County services.	The responsible workgroup for this recommendation will convene in July 2010.	AUGUST 2010
22	Provide better screening for Veterans and better referrals for	An initial meeting was held in June 2010 with Legal Aid Foundation of Los Angeles (LAFLA), Public Counsel, and	SEPTEMBER 2010

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	<p>assistance with claims and strengthen DPSS case management for Veterans who are on GR to enable them to qualify faster for Veteran's benefits and services.</p>	<p>Department of Military and Veterans Affairs (DMVA). Project protocols for the DPSS/LAFLA pilot have been drafted and shared with the responsible workgroup. Comments are due from the workgroup by the end of June 2010. The Metro East District Office has been identified as the pilot site. DPSS is currently identifying space for LAFLA and DMVA staff to be co-located at the District and is in the process of identifying a liaison to work with LAFLA and DMVA on this pilot.  Currently working with Public Counsel to develop a resource guide for Veteran participants.</p>	AUGUST 2010
23	<p>Assess and enhance the current mechanisms designed to enable former foster care youth, medically indigent under 21 and probation youth to receive and retain Medi-Cal.</p>	<p>An internal meeting was held on May 25, 2010 to discuss current DPSS efforts on this subject.  Children in foster care automatically continue on Medi-Cal until they reach age 21; however, 50% of cases are terminated at redetermination for failure to respond. There is State legislation currently pending to automatically extend Medi-Cal benefits to age 21.  DPSS is currently taking Medi-Cal applications at probation camps only for minor consent services (Medi-Cal for individuals who need continuous services; e.g., pregnancy, mental health treatment, counseling, drug and alcohol abuse). DPSS is working with Probation on an automated listing of youth who are within 90 days of being released from the Probation system. Interface with Probation will be ready in July 2010. Draft protocols are being developed.  A meeting with the responsible workgroup is tentatively scheduled for July 2010.</p>	AUGUST 2010

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24	<p>Increase the GR Participants resources by:</p> <p>A. Allowing GR recipients to remain on GR while saving more money. Permit GR participants to maintain a Restricted Savings Account up to a pre-determined amount for the purpose of saving for housing, education or training expenses, and/or to start a business that would not be countable towards the property limit.</p> <p>B. Helping participants who have child support obligations by:</p> <ol style="list-style-type: none"> <li>1. Educating workers and participants about the assistance DPSS currently offers to help lower child support payments for participants.</li> <li>2. Work with the Child Support Services Department to reduce child support payments for participants after they leave GR for the first six months they have a job, to allow them to get on their feet before resuming higher child support payments.</li> </ol>	<p>A - DPSS is currently reviewing policy on permitting restricted savings accounts for GR participants.</p> <p>B.1 - Draft protocols will be developed to educate DPSS staff on assisting GR participants with lowering their child support payments.</p> <p>B.2 - A meeting with the Child Support Services Department has been tentatively scheduled for July 2010. The purpose of the meeting is to discuss the feasibility of reducing child support payments for participants for six months after they leave GR due to employment.</p>	OCTOBER 2010
25	<p>Add positions in GR offices, through September 30, 2010, utilizing TANF emergency contingency funds (ECF), to assist GR participants navigate the GR process. Positions may be filled with GR non-custodial parents (NCPs) who qualify for ECF-funded subsidized employment.</p>	<p>This project was completed with the hiring of six participants who are currently working as Customer Services Assistants (CSAs) in the GR Districts lobby. In addition, there are four more candidates who are pending the results of their live scans for placement in a GR District lobby.</p>	<b>COMPLETED MAY 2010</b>
26	<p>CEO-SIB to conduct an evaluation of GR Program mandates, rules, time limits, sanctions, operational processes, and data limitations, including a cost/benefit analysis.</p>	<p>A kick-off meeting took place on June 9, 2010, with the CEO, DPSS and the research contractors. During the meeting, copies of the Qualitative and Quantitative contracts were provided. The goals of the study were discussed. Four focus groups will be formed with GR participants and there will also be focus groups with Eligibility Workers and Administrative staff. An action plan is being developed for the GR evaluation.</p>	AUGUST 2010

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27	<p>Establish a GR Anti-Homelessness Account in the CEO's budget to fund enhanced services to reduce GR homelessness. Fund this account with savings from enhanced GR services, including but not limited to GR grant savings for participants who receive a rental subsidy and secure employment/SSI, and Interim Assistance Reimbursement for rental subsidies for GR participants who qualify for SSI.</p> <p>Assist GR participants manage their money better by:</p> <ul style="list-style-type: none"> <li>▪ Formulating a list of banks that allow recipients to establish accounts with no minimum balances and minimal overdraft fees.</li> <li>▪ Assembling training materials instructing clients about budgeting and money management as well as the security advantages of keeping their funds in a bank account. The instruction topics would also include balancing their check book, if utilizing an ATM to check their account status, and avoiding bank fees.</li> <li>▪ Focusing on providing this information to GR participants securing SSI benefits.</li> <li>▪ Engaging with community organizations involved with assisting individuals with money management issues.</li> <li>▪ Seeking volunteer agencies who will offer training or assistance to GR participants on money management.</li> </ul>	<p>DPSS is currently working with the CEO to establish the GR Anti-Homelessness Account.</p>	<p>JULY 2010</p>
28	<ul style="list-style-type: none"> <li>▪ Formulating a list of banks that accept EBT cards without surcharges. This listing will be used to assist in the development of this project. The initial meeting of the responsible workgroup is scheduled for July 2010.</li> </ul>	<p>DPSS has identified banks that accept EBT cards without surcharges. This listing will be used to assist in the development of this project. The initial meeting of the responsible workgroup is scheduled for July 2010.</p>	<p>JANUARY 2011</p>
29	<p>Do not limit the housing subsidy to 9 months for employable GR participants. Instead, permit employable GR participants who reach the 9-month time limit to continue receiving the subsidy during the 3 months that they are ineligible to GR.</p>	<p>A meeting will be scheduled in July 2010 to discuss the implementation plan for this project, specifically changes to the LEADER system to allow the continuation of the housing subsidy during the three months that employable GR participants are ineligible to GR due to time limits.</p>	<p>SEPTEMBER 2010</p>
30	<p>DPSS should engage in a dialogue with board and care operators to determine how to increase usage of board and care facilities by homeless GR participants. Explore providing information to GR participants on board and care facilities upon release from emergency rooms or hospitals.</p>	<p>A meeting with two Board and Care agencies to discuss other housing options for homeless GR participants took place on June 23, 2010.</p> <p>A second meeting will be scheduled in July to discuss ideas to increase utilization of Board and Care facilities by homeless</p>	<p>AUGUST 2010</p>

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31	<p>Improve upon DPSS' GR SSI and Medi-Cal Advocacy Program by:</p> <ol style="list-style-type: none"> <li>1. Advocating for a change in federal regulations that would extend the protected filing date from 60 days to as many as 365 days, to increase the period of time during which the County could secure Interim Assistance Reimbursement for GR grants/rental subsidies and retroactive Medi-Cal.</li> <li>2. Customizing the approach to securing SSI based on the condition and available documentation for individual GR participants by: <ul style="list-style-type: none"> <li>• Better identifying GR participants who are potentially eligible for SSI through a more extensive medical and/or mental health disability assessment (approved in Phase One).</li> <li>• Evaluating available medical treatment documentation and utilizing the document retrieval process (approved in Phase One), if necessary.</li> <li>• Evaluating whether a comprehensive medical/mental health evaluation (approved in Phase One), and the resulting write-up would strengthen the SSI application, and, if so, refer the participant for an evaluation.</li> <li>• Making an appropriate decision about when to file the SSI application in order to increase the chance of approval, based on the participant's situation and the results of any assessments, medical documentation, and/or evaluation.</li> </ul> </li> <li>3. Implementing the SSI/SSDI Outreach Access and Recovery (SOAR) principles and strategies.</li> </ol>	<p>GR participants.</p> <ol style="list-style-type: none"> <li>1. Preliminary discussions have taken place with the local Social Security Administration regarding the protected filing date. A meeting will be scheduled for further discussions in July 2010. The current focus of this effort is a potential operational change at the local level, rather than a federal regulatory change.</li> <li>2. A preliminary meeting with an internal DPSS focus group, comprised of DPSS SSI Advocates, was held on June 23, 2010, to discuss different ways of implementing these recommendations.  A subsequent meeting with the responsible workgroup was held on June 24, 2010 to discuss the project's course of action.</li> <li>3. SOAR training will be conducted by Mental Health Advocates, Inc. and is tentatively scheduled to take place in</li> </ol>	<p>DECEMBER 2010</p> <p>AUGUST 2010</p> <p>SEPTEMBER 2010</p>

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	<p>4. Seeking training from Social Security Administration for DPSS SSI advocates on SSI medical disability standards and case development.</p> <p>5. Developing the disability assessment and evaluation tools in consultation with medical/mental health professionals and experienced SSI advocates.</p>	<p>July, August and September 2010.</p> <p>4. SSA Committed to provide training to DPSS staff. Future meetings with SSA will be held to finalize the training schedule.</p> <p>5. The mental health disability assessment tool has been developed. A pilot will be implemented in two to three designated areas in an effort to test the revised tool. At the conclusion of the short-term pilot, it is our intent to expand services to all GR Districts as soon as possible.</p> <p>A preliminary meeting was held between DPSS and DHS in June 2010, to discuss the development of a tool for the medical disability assessments. A decision was made to allow the contractors selected during the solicitation process to develop the medical disability assessment tool to meet the specified criteria. DPSS and DHS will work to develop the criteria for the medical disability assessments.</p> <p>Preliminary discussions have taken place with DPSS, DMH and DHS regarding the use of an existing form as the comprehensive evaluation tool for medical and mental health disabilities.</p>	<p>AUGUST 2010</p> <p>DECEMBER 2010</p>
32	<p>Provide ancillary expenses for showers, shoes, clothes, etc., for those pursuing SSI, including a motel voucher for the night before an SSI appointment with California Department of Social Services or Social Security Administration, when needed to enable the participant to arrive on time.</p>	<p>A preliminary meeting with an internal DPSS focus group comprised of DPSS SSI Advocates to discuss the different ways of implementing the recommendation was held on June 23, 2010. The responsible workgroup meeting with all partners to discuss the project's course of action was held on June 24, 2010.</p>	<p>JULY 2010</p>
33	<p>Collaborate with private medical facilities to retrieve medical and mental health records on behalf of GR participants to support their disability claim for SSI as part of the current DPSS-DHS homeless release project.</p>	<p>A meeting with Hollywood Presbyterian and White Memorial hospitals will be scheduled in August 2010 to discuss the feasibility of retrieving medical records on behalf of GR participants.</p>	<p>JANUARY 2011</p>

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NO.	APPROVED RECOMMENDATIONS	STATUS	TARGET IMPLEMENTATION DATE
34	<p>Assist GR participants applying for SSI benefits by:</p> <ul style="list-style-type: none"> <li>▪ Identifying GR participants who are in need of mental health treatment to secure medical documentation needed to secure SSI;</li> <li>▪ Subject to funding, providing mental health treatment to those participants;</li> <li>▪ Prioritizing mental health services for GR participants who need to pursue SSI;</li> <li>▪ Documenting those who cannot be treated due to lack of funding;</li> <li>▪ Ensuring cost recoupment from retroactive Medi-Cal;</li> <li>▪ Assessing current procedures for providing mental health treatment to GR participants; and</li> <li>▪ Recommending changes to better keep participants engaged in treatment.</li> </ul>	<p>The first meeting with the responsible workgroup to discuss the protocols for this project was held on June 23, 2010.</p>	SEPTEMBER 2010
35	<p>DPSS SSI Advocates should provide case management that will help GR SSI applicants keep track of appointments.</p>	<p>A preliminary meeting with an internal DPSS focus group comprised of DPSS SSI Advocates was held on June 23, 2010, to discuss different ways of implementing the recommendation. The responsible workgroup meeting with all partners to discuss the project's course of action was held on June 24, 2010.</p>	AUGUST 2010
36	<p>Pursue a pilot to coordinate ongoing health and mental health treatment for GR participants pursuing SSI, dependent upon available funding.</p>	<p>The first meeting with the responsible workgroup to discuss the protocols for this project was held on June 23, 2010.</p>	DECEMBER 2010
37	<p>Strengthen current process to identify GR participants who were previously on SSI and prioritize SSI advocacy for them.</p>	<p>A preliminary meeting with an internal DPSS focus group comprised of DPSS SSI Advocates was held on June 23, 2010, to discuss different ways of implementing the recommendation. The responsible workgroup meeting with all partners to discuss the project's course of action was held on June 24, 2010.</p>	AUGUST 2010

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38	<p>Establish the following targets for SSI Approvals:</p> <ol style="list-style-type: none"> <li>For SSI applications filed in FY 10/11 and ongoing, increase the SSI approval rate at the initial application level to at least 50% in FY 10/11, to at least 60% in FY 11/12, and to at least 70% in FY 12/13.</li> <li>For the overall number of SSI approvals, increase the number of SSI approvals as follows:</li> </ol> <table border="1" data-bbox="584 1260 779 1837"> <thead> <tr> <th>FY</th> <th>FY</th> <th>FY</th> </tr> </thead> <tbody> <tr> <td>2008-09 Baseline</td> <td>2010-11 Target</td> <td>2012-13 Target</td> </tr> <tr> <td>5891</td> <td>6400</td> <td>7400</td> </tr> </tbody> </table>	FY	FY	FY	2008-09 Baseline	2010-11 Target	2012-13 Target	5891	6400	7400	<p>The workgroup meeting to discuss different ways of accomplishing the targets for SSI approvals was held on June 24, 2010.</p>	<p>JUNE 2011 and ongoing</p>
FY	FY	FY										
2008-09 Baseline	2010-11 Target	2012-13 Target										
5891	6400	7400										
39	<p>Address/fix non-disability related SSI eligibility issues such as citizenship documentation, birth certificate, etc.</p>	<p>The responsible workgroup meeting with all partners was held on June 24, 2010.</p>	<p>AUGUST 2010</p>									
40	<p>Strengthen existing relationships with the Social Security Administration.</p>	<p>An upper level management meeting with the Social Security Administration, Veterans Administration, CEO and various County Departments was held on June 22, 2010. The purpose of the meeting was to stress the importance of collaboration among departments for the successful implementation of the GR Restructuring projects.</p> <p>A follow-up meeting will be scheduled for July 2010.</p>	<p>Ongoing</p>									
41	<p>Implement a transportation pilot project to evaluate the impact of providing monthly bus passes to two groups of GR participants to determine whether providing bus passes (instead of individual tokens) increases their likelihood of approval for SSI:</p> <ol style="list-style-type: none"> <li>GR participants pursuing SSI, and</li> <li>GR participants receiving a housing subsidy and pursuing SSI.</li> </ol>	<p>A meeting with the responsible workgroup to discuss the project's course of action was held on June 24, 2010.</p>	<p>AUGUST 2010</p>									

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	<p>The pilot will consist of 200 GR participants. Each participant will contribute \$10 per month toward the cost of the bus pass.</p> <p>Results will be compared after one year of the pilot. If providing bus passes is shown to be a good method of helping participants obtain approval of SSI benefits more quickly, DPSS will then explore ways of providing them to more participants.</p>		
42	<p>Reconstitute the GR Restructuring Workgroup as the GR Restructuring Steering Committee to meet quarterly to do the following:</p> <ul style="list-style-type: none"> <li>▪ Work together on the implementation process;</li> <li>▪ Review evaluation data and make recommendations for any adjustments to processes or targets; and</li> <li>▪ Identify and pursue opportunities for GR service integration.</li> </ul>	<p>All GR Restructuring Workgroup members were invited to be part of the specific workgroups for the individual recommendations.</p> <p>The first quarterly meeting of the GR Restructuring Steering Committee is targeted for July 2010.</p>	JULY 2010